

Erica had another thought....it wouldn't be a chart review on the 3rd goal. It would be a review of documentation (taxi log, & bill).

Also 90% might be high w/ clients no shows or opting not to go that day..... or late taxis.

Perhaps a 2nd look at the % would be good.

Debby

From: Debby Elliott

Sent: Tuesday, January 26, 2016 2:32 PM

To: 'Claire Tyrpak - EBHX'

Cc: Eric Moore; Erica TeKampe

Subject: RE: Transportation Standard

I think that the 1st **Goal** should be something like90% of the reviewed files have documentation of the selected, allowable taxi utilization criteria in the client's file.

The 3rd one needs re- writing.

STANDARD # 3

They are not 'contracted vendors' they are vendors. It is not a program, so there is no way to gauge that clnts individual needs were respected. We think that phrase needs to be deleted. They are ever changing taxi drivers, not a set group of staff people. Our goal is that the clnts are transported from pick-up to the designated destination. Problems with the ride or the taxi drivers are reported with follow-up.

GOAL:

If we want it to be more client centered it would be..... 90% of the files have documentation that the *ordered* taxi ride was completed.

Debby

Claire,

I was referring to the Standards of Care to edit another document and came across something that I wanted to bring to your attention in the Transportation Standard. The first and third standards use the same goal/benchmark, but the goal doesn't seem related to the third standard. I have attached a copy of the page for your review.

In our chart audits during site visits this year, we used the following goal for the third standard: 90% of clients were provided transportation in a timely manner and met the client's needs.

Thank you,

Jeremy Hyvarinen